

What are GARDENSANDHOME.CO.UK Terms & Conditions?

Looking after our customers

Our terms and conditions comply with current legislation, including the new Distance Selling Regulations and are designed to ensure that all of our customers can shop easily and with confidence at GARDENSANDHOME.CO.UK.

Terms and Conditions of Sale

The following are terms and conditions for the sale of goods that will govern any contract for sale that we enter into with you. Please read these terms and conditions carefully.

GARDENSANDHOME.CO.UK Terms and Conditions

These Terms and Conditions tell you the rights and obligations you have. Please read these carefully. You may have other rights granted by law and these Terms and Conditions do not affect these.

If you have any complaints about our service or any goods or services you purchase from us please email sales@gardensandhome.co.uk or write to us.

For Mail order customer care telephone 0208 150 9225 (open 9.00am - 5.00pm Mon - Fri)

Purchasing from us

By submitting your order you are offering to buy the goods and allowing us to use your personal details for the purposes of supplying goods (including passing your details onto couriers and other subcontractors). We will not use your details for any other purposes without asking your consent and you may ask that your details are removed from our system by writing to the address below.

We are not obliged to supply the goods to you until we have confirmed acceptance of your order and this is when the contract is made. You do not own the goods until we receive payment in full.

If you discover you have made a mistake with your order please contact us on the above number. Please do this before we confirm your order.

Pricing

All prices are in £ sterling, inclusive of VAT and exclusive of delivery charges. Delivery charges quoted are to UK mainland addresses only. All other delivery addresses will have to be quoted separately. You may pay by any major credit or debit card either by telephoning our office or using our secure online PAYPAL facility. We are under no obligation to accept your order. Prices, offers and products are subject to availability and may change at any time prior to acceptance of your order. For out of stock items, delivery dates given are only estimates.

Delivery

We have created a separate section to explain our delivery policy but in general all deliveries made by Courier must be signed for and you should keep your receipt. If we have not delivered the goods within 30 days of expected delivery then you may cancel the contract. We will refund any money paid by you.

Damaged or defective goods

We will supply goods that are free from defects in materials and workmanship for a period of 12 months from the date of delivery.

You should inspect the goods when you receive them for defects or damage. If you find a defect or damage you must tell us as soon as possible. It is your responsibility to arrange and return the goods at your cost. If the goods are found to be damaged prior to delivery to you, or defective, we will at our option repair or replace the goods or refund the price paid by you.

All sizes and measurements are approximate but we do try to make sure that they are as accurate as possible. On the rare occasion that there is an error, we will advise you about it as soon as possible.

Other information you need to be aware of

If you are a consumer you have the right, in addition to your other rights, to cancel the contract and receive a refund, provided that the goods are complete with all relevant packaging in an unused and re-saleable condition. You must inform us in writing of your desire to cancel within seven working days starting on the day after the day the goods are delivered to you. You must return the goods to us at your cost and we advise you to ensure the goods are adequately insured during any return journey. If you have not returned the goods within 14 days of cancellation (or if requested), we can collect the goods from you at your cost.

If you wish to cancel this contract, please write to Gardensandhome.co.uk, Martlesham Piggeries, Newbourne Road, Martlesham, Suffolk, IP12 4PS. To cancel this contract you must give us notice within 7 working days starting on the day after the day you receive the goods from us. Alternatively Email customercare@gardensandhome.co.uk

We shall refund the total amount of money paid by you for the goods, less any costs to collect the goods if required, within 30 days starting with the day on which we receive a notice of cancellation in writing from you. We would remind you that once you have notified us of your desire to cancel the contract there is a legal requirement for you to take good care of the goods.

We may change these terms from time to time without notice to you. Changes will apply to any subsequent orders received.

If any part of these terms and conditions is found to be unenforceable as a matter of law, all other parts of these terms and conditions shall not be affected and shall remain in force.

These terms and conditions do not affect your legal rights